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32127 7590 03/31/2006
 VERIZON CORPORATE SERVICES GROUP INC.
 C/O CHRISTIAN R. ANDERSEN
 600 HIDDEN RIDGE DRIVE
 MAIL CODE HQEO3H14
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Christian R. Andersen (Depositor's Name)
 (Signature)
 June 28, 2006 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/845,486	04/30/2001	Joshua Bors	00-4064	2345

TITLE OF INVENTION: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$1400	06/30/2006
EXAMINER		ART UNIT	CLASS-SUBCLASS		
TIEU, BENNY QUOC		2614	379-265020		

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.336).
☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02, or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list
 (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
 (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1. Leonard C. Suchyta, Esq.
 2. Joel Wall, Esq.
 3. Rader, Fishman & Grauer PLLC

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Verizon Corporate Services Group Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

New York, NY

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

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☐ Publication Fee (No small entity discount permitted)
☒ Advance Order - # of Copies 5

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☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Leonard C. Suchyta, Esq.

Date June 28, 2006

Typed or printed name

Leonard C. Suchyta, Esq.

Registration No. 25,707

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 13 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

To: United States Patent and
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From: Christian R. Andersen
Specialist – Intellectual Property

Fax: 571-273-2885

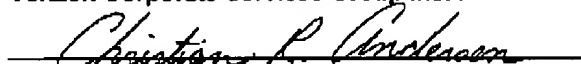
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1 page: Issue Fee Transmittal authorizing a Charge of \$1,400.00 for the Issue Fee to Account No. 07-2347.

Application Number: 09/845,486
First Inventor: Joshua BERS
Examiner: Benny Quoc TIEU
Art Unit: 2614
Confirmation No.: 2345
Assignee: Verizon Corporate Services Group Inc..


Christian Andersen

Date of Transmission: June 28, 2006

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